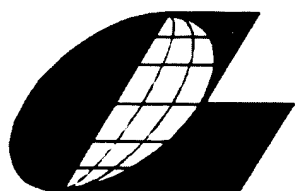


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Notes & Quotes

7 October 1988

NEW EMPLOYEES

OL extends a warm welcome to our newest employees:

Name	Assigned to
	External Buildings Division/FMG OIT Contracts Team Mail and Courier Branch/FMG Supply Officer Trainee Mail and Courier Branch/FMG Supply Assistant Trainee

We also welcome [redacted] to Agency Contracts Group, recently returned from an overseas tour with her spouse, and [redacted] who joined the Security Staff from ODE/Personnel. [redacted]

OL REASSIGNMENTS

Name	Assigned to

SENIOR ASSIGNMENTS

The Director of Logistics is pleased to announce the following senior officer assignments:

Name	Assigned to
	Chief, ADP Staff Chief, Planning Staff

WAGE GRADE EXCHANGE PROGRAM

As part of the Office of Logistics (OL) commitment to its employees, a new program aimed at our Wage Grade employees was initiated in November 1987. This program, formally referred to as the "Wage Grade Exchange Program," is limited to Wage Grade employees with outstanding performance records with OL. Its purpose is to provide challenging assignments for the participants, as well as to broaden their experience and skill level to the benefit of both the employee and OL.

In August of this year, four wage grade employees, two from Supply Division and two from Facilities Management Division, concluded nine-month rotational assignments, providing a challenging and enriching experience for all. As a result of its initial success, the program has been expanded to include six employees to serve a period of one year. The following wage grade employees, nominated by the wage grade panels and approved by the Logistics Career Board, have been selected to participate in this program, beginning 11 October:

[redacted] from the Transportation Management Branch [redacted] will be assigned to the Supply and Services Branch [redacted] supporting small office move requirements, furniture deliveries, and ad hoc services requests.

[redacted] will be reassigned from the Operations and Maintenance Branch (O&MB) [redacted] to the Supply and Services Branch, [redacted] to assist in maintaining the external buildings supply rooms.

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25X1 [] also from O&ME [] will be
 25X1 assigned to the Motor Pool Branch, Services
 Division/FMG, performing a myriad of duties to
 include purchasing parts and maintaining
 inventory records.

25X1 [] a mechanic [] from the
 25X1 Motor Pool Branch, will serve in O&MB []
 assisting in Lot storage and secure property
 disposal activities.

25X1 [] Chief of the Classified Disposal
 Branch, Services Division/FMG, will be
 25X1 assigned [] as a cargo expeditor and traffic
 25X1 officer in the Transportation Management
 Branch

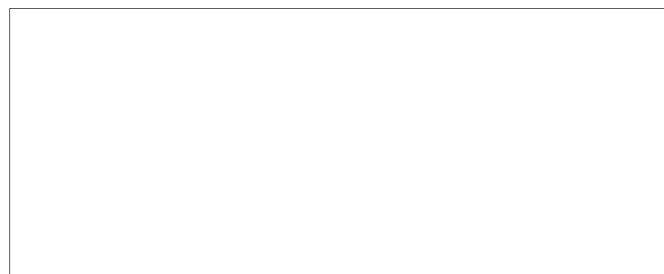
25X1 [] will be reassigned from the
 25X1 Supply and Services Branch to [] Materiel
 Review Unit to assist in the resolution of
 25X1 receiving discrepancies []

EXCEPTIONAL ACCOMPLISHMENT AWARDS

25X1 []

25X1 []

25X1 []



ART EXHIBITS

A display of paintings and drawings entitled
 "Physically Challenged Artists: Man, Woman
 and Child," will be shown in the Headquarters
 Exhibit Hall 4 through 28 October. []

REPAIR WORK ON TRASH CHUTES

Late in August, OL was advised that the trash
 chutes in the North Tower, New Headquarters
 Building (NHB), were out of order. On 26
 September, the General Services Administration
 brought in the contractor who originally installed
 the trash chutes in order to render them
 serviceable. It is anticipated that by 7 October
 all repair work in the South Tower will be
 completed and the chutes will be retested. Repair
 work will then shift to the North Tower. In the
 meantime, NHB occupants are bringing their
 trash to the ground floor in the NHB where it is
 picked up by the Services Division of Facilities
 Management Group []

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COMBINED FEDERAL CAMPAIGN

The Combined Federal Campaign is now in full swing. Cards and pamphlets have been distributed. This year's theme, "Someone is waiting . . . for you to make a difference," is nothing new for OL. We all know by now how "One Individual Can Make a Difference!" Let's have another outstanding year and top our goal. For your information, listed below are the OL key personnel for the '89 campaign:

If you have any questions, please contact the above key personnel in your component.

WEST A PARKING EXPANSION

The West A Parking Lot expansion project got underway on 1 October and should be completed within a year. Security trailers are being moved off the site and the contractor, Driggs, Incorporated, is cleaning up construction debris left behind by the New Building Project contractors. The interior fence came down on 29 September and removal of "the dirt pile" will commence 6 October.

FAMILY DAY '88

The 1 October Family Day activities were a great success, with a record breaking 5,600 visitors to the Headquarters Compound. Approximately 540 visitors enjoyed the detailed tour and colorful handouts provided by the Printing and Photography Group. All that walking around the beautifully manicured grounds must have sparked a few appetites as approximately 3,500 lunches were served in the cafeteria.

**OFFICE OF LOGISTICS
REORGANIZATION**

The final chapter in the Office of Logistics reorganization was completed with the consolidation of the Facilities Management Division and the absorption of Real Estate and Construction Division into the Facilities Management Group and the creation of the ADP Staff and the Planning Staff. Effective 1 October 1988, there are now five functional management groups—Agency Contracts Group; Services Group; Facilities Management Group; Printing and Photography Group; Supply Group. All staffs have been placed under the Executive Officer—ADP; B&F; Planning; P&TS—or under the Procurement Executive—Procurement Management and Security Staffs. Two major project offices—Foreign Buildings Office and —report directly to the D/OL.

On 1 October, the newly constituted Logistics Career Board (LCB) commenced activities. The Board includes the D/OL, DD/OL, and the five group chiefs. The LCB will continue to meet weekly on career management issues.

The strategic goal of the reorganization has been to establish a corporate and functional management structure which will enable OL to respond effectively and efficiently to the current and future logistics needs of the Agency. The overall structural reorganization is now complete; the groups now assume responsibility for implementing the reorganization in detail. This will require the cooperation and effort of all hands to make certain that OL remains true to its reputation as a "Can Do" organization.

An organization table identifying all officers at the group/division/staff level is attached.

QUOTE FOR THE WEEK

The winner sees a green near every trap—The loser sees two or three sand traps near every green . . .

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DEAR GARY . . .

**** YOUR AD HERE ****

Well, not your ad—But certainly your question! The “Dear Gary” column was introduced so inquisitive personnel could get answers to substantive issues facing the Office of Logistics and the Agency. Make this YOUR office newsletter—send me your questions!

Mail to OL Notes & Quotes, c/o Dear Gary,

MAY I HELP YOU

Included in this week's Notes and Quotes is an article taken from the October Reader's Digest which illustrates the importance of good service to customers.

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ONE INDIVIDUAL CAN MAKE A DIFFERENCE

The Director of Logistics extends a sincere *"well done"* to the following employees who, by their outstanding performance, have not only received acknowledgment from OL customers but have helped to enhance the *"can-do"* image of our office:

25X1 In a memorandum, dated 29 September 1988, [] Chief, LDA Administrative
25X1 Staff/DI, cited [], from the Building Services Branch,
25X1 for the outstanding service they rendered to his office over the last several months. [] stated
25X1 that LDA tasked BSB for movers on countless occasions and, in spite of the heavy demand, their
requirements were always met with complete satisfaction [] was especially grateful, knowing
that this was an extremely busy period when BSB was involved with various office moves to the new
building.

25X1 In a memorandum for the D/OL, dated 5 October 1988, the Director of Personnel commended those
25X1 OL employees from the Printing and Photography Group who lent their efforts to the printing and
25X1 distribution of OP's Guide to Pay, Allowances, and Awards. Over 250 printed pages were originated,
edited, typeset, assembled, and packaged in three segments for this publication [] noted
that of particular significance were the contributions by []
[] in the Prepress Branch and those of [] in the Planning Staff.

25X1 [] commended []
25X1 [] and the Packing and Crating Section [] in a memorandum to Chief/SG, dated
25X1 30 September 1988. [] expressed his appreciation for the timely support and priority given to
his component's recent packing and crating request, stating that, without the dedication of these OL
employees, the equipment involved would not be on station to support the mission. He congratulates the
Packing and Crating Section for their enthusiastic and mission-oriented attitude in supporting his
office.

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Here's to that vanishing (alas!)
breed of Americans who practice
personalized, can-do service

"May I Help You?"

Condensed from MINNEAPOLIS STAR TRIBUNE
JIM KLOBUCHAR

I NEVER collected autographs from jazz singers, knuckleballers or jugglers when I was a kid. I thought I'd wait for somebody supremely important to me. The other day, I came very close to asking a service-station attendant in Wayzata, Minn., for his autograph.

This guy matters, although I don't think he has the flimsiest awareness of it. He's one of the vanishing breed of people in this country still following those mossy old creeds of personalized, can-do attention.

Economics wizards insist that we are in a new industrial revolution, and that the business of America is now "service." Wrong. The business of America *used* to be service. Years ago you walked into a store and somebody met you at the door with a question: "May I help you?" Today you walk into a store and discover it has become the missing-persons bureau.

I spent 20 minutes last week look-

ing for a shoe clerk. Determined, I worked out a geometric system to cover all 360 degrees of the compass, dividing the floor into pie-shaped wedges, in search of a clerk. Eventually I began suffering pangs of loneliness and disorientation.

Then I spotted somebody who seemed to blend into the environment, and asked if he could help me. He said he doubted it. He was trying to find someone to page his lost five-year-old, and he said I looked like the shoe clerk. I know there is a shoe clerk. He was probably fixing the computer that prints out market studies analyzing why people come to a shoe department.

Phantom salespeople are just part of the problem. Store chains, automation, self-service aisles and those little screens that log your account number have erased your face and turned you into an intrusion on the system.

I called the billing office of a local business a couple of days ago

to ask a simple question. I tried to ask it four times. The billing representative had a super-sophisticated telephone system that permitted her to put me on hold, answer other calls, arrange calls in sequence—to do everything, in fact, except answer my question, or even hear it. With each interruption she was gone from three to four minutes. The last time, I started to ask, "What makes the other calls more important than this one?" But I couldn't because I was back on hold.

One of the most damnable effects of the computer tyranny is to create a circle-the-wagons mentality among otherwise sensible people who are the computer's custodians. If the computer can't handle the problem, nothing can, and please go away. Routinely you will get eight reasons why what you are asking is impossible. It's not in the

program. And so we quickly are putting new slogans into the codes of commerce. It used to be, "Let's figure out a way we can do it." Today it's more likely to be, "You've got the wrong department."

But there's an Amoco station at the junction of Highways 12 and 101 in Wayzata. I filled up my tank, and a guy asked if I wanted him to look under the hood. He said my oil and my wiper fluid were great, and then he asked if there was anything else he could do. I went in to pay and put four quarters in the soda machine around back. Only one 50-cent can came out. The guy walked over to the machine, returned my money, offered an apology and asked if I wanted a free soda.

He said he appreciated the business.

You take Bruce Springsteen's autograph. I'll take this guy's.